Commonwealth Office of Technology

Rated Service Description

Enterprise Remote Backup Service	Rate
ST70 Per Megabyte of data protected, billed monthly	$0.002

The ST70 service is provides backup capability for data stored at sites that have low capacity network links between the remote site and the State Government fiber-based network in Frankfort.

The determination of whether or not a site is eligible to participate in this rated service is solely at the discretion of COT, but generally is applicable to networks with < T1 speed and located outside of the Frankfort campus.

ST70   Includes the following HARDWARE

All Frankfort-based hardware necessary to support the backup service

ST70   Includes the following SOFTWARE

All software necessary to support the backup service

ST70   Includes the following SERVICES

Maintenance and monitoring services from COT

Assist agency system administrators with initially installing and configuring the backup client on the server to be backed up (if necessary)

Assist agency system administrators with the intial scheduling of daily backups for each server (if necessary)

24 X 7 X 365 access to the Commonwealth Service Desk

Storage support staff are available on-site Monday - Friday, 7:30am to 5:00pm.   Storage support staff are on-call for after-hours, emergency support

ST70   To Initiate Service or Report a Problem

TO REPORT A PROBLEM:
▪ Contact the Commonwealth Service Desk via Phone at 502-564-7576 or 800-372-7434
▪ Via e-mail at CommonwealthServiceDesk@ky.gov
TO INITIATE SERVICE:

Complete and submit COT Form F-180 to the Commonwealth Service Desk with your request to initiate this service. The F-180 form can be found here: http://technology.ky.gov/support/cot_forms.htm

ST70   Additional Service Clarifications

The ST70 service is not offered for sites that have higher capacity network links between the site and the State Government fiber-based network in Frankfort.

The ST70 service offers backups of application or other user data via the EMC AVAMAR disk-based backup methodology

File restores are the responsibility of the server and/or desktop administrator for the remote site.

The Enterprise Remote Backup Service is not included in COT's Disaster Recovery contract

All backups are replicated to a secondary backup grid as part of the rated service cost. The 2nd backup grid resides in another location outside of Cold Harbor. Backups are never written to tape. Files are retained in the traditional Grandfather/Father/Son method where backups are retained for an agreed upon number of cycles. Daily backups are retained a given number of days, Sunday is the weekly backup and retained a given number of weeks, and the 1st day of the month is the monthly kept for a given number of months. Default retentions shall be 14 daily backups, 8 weekly backups and 12 monthly backups with no backup retained more than one year.

COT's oversees all changes to the enterprise via the Change Management process. Non-scheduled and/or emergency changes require Emergency Change Management approval. In addition, COT reserves the right to bill the agency for COT personnel time associated with emergency changes.